

STATEMENT ON PROGRESS IN MEETING MISSION AND GOALS OF THE FIVE-YEAR PLAN

The State of California's Department of Housing and Community Development (HCD) acts as the Public Housing Authority for rural counties within the State where housing authorities have not been established. The mission of the PHA continues to be to provide rental subsidies to extremely low- and very low-income families to allow them to afford safe, decent and sanitary housing by:

Goal 1: Expanding the supply of assisted housing by applying for additional rental vouchers.

Progress: HCD did not apply for additional vouchers during the 3rd year of the 5-Year period.

Goal 2: Improving the quality of assisted housing by improving voucher management (SEMAP Score) and improving customer satisfaction.

Progress: As part of the Department's annual strategic planning process, tenants and landlords are provided with a Housing Assistance Program customer service survey. The survey requests the quality of service provided in various areas (e.g., responsiveness of staff to inquiries, courtesy of staff, knowledge of staff, reasonableness of program rules, etc.). The results from the August 2002 survey indicated that 82% of respondents considered the Housing Assistance Program to be either good or excellent and 13% judged it to be average.

SEMAP score was 85%, an acceptable level; HCD will continue to work to improve the SEMAP indicators to above average.

Goal 3: Increasing assisted housing choices by conducting outreach efforts to potential voucher landlords.

Progress: HCD and HCD's subcontractors continually seek new landlords for the Section 8 Program. Outreach seminars are conducted to explain the Section 8 Program to potential landlords.

Goal 4: Promoting self-sufficiency and asset development of assisted households by increasing the success rate of FSS participants. (Not applicable to CA 912).

Progress: HCD's success rate continues to improve for participants in the FSS program. In addition, various programs (e.g., budgeting/parenting life skills, mentoring, literacy programs, child care referrals) that are available to FSS participants are also available to countywide residents, including Section 8 families.

Goal 5: Ensuring equal opportunity and furthering fair housing objectives by undertaking affirmative measures to ensure access to assisted housing, regardless of race, color, religion, national origin, sex, familial status and disability.

Progress: Community newspapers, local bulletin boards, local radio stations and any local minority organization are utilized to ensure all eligible individuals are aware of opportunities in the Section 8 Program. Tenant outreach sessions are conducted throughout the county(ies). Procedures are in place to address discrimination complaints for any housing issue.